

EVALUATION OF THE PUBLIC CHILD WELFARE CERTIFICATION PROGRAM (PCWCP)

SUMMARY OF MAJOR FINDINGS

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- Summary of Major Findings (p. 1)
 - Six Month Data Analysis (pp. 2-10)
 - Two Year Data Analysis (pp. 11-15)
- Overall **program satisfaction and feelings of preparedness** remain high, while **retention rates exceed the national average.**
 - These data indicate that **retention for the PCWCP program is extremely good** through the second year of employment. After the third year there is a drop in retention due possibly to the completion of the initial employment contract. A possible suggestion to offset this drop is for a bonus be offered the third year of employment as an incentive to keep these employees.
 - As in the last 05 report, **rural areas recommend the PCWCP program more highly than urban** but not significantly.
 - Data continues to indicate a **need for additional training in legal documents and court proceedings.** This need is indicated by both PCWCP graduates and supervisors.
 - Respondents in both urban and rural placements **ranked highest the skills** of: (1) Remaining respectful during the referral process. (2) Identifying dynamics and indicators of abuse and neglect. And, (3) working with superiors. **Supervisors ranked highest graduates' skills** of: (1) Remaining respectful during the referral process. (2) Working with superiors. And, (3) developing good relationships with clients.
 - Respondents in both urban and rural placements **ranked lowest the skills** of: (1) Demonstrating knowledge of the law and the use of legal documents. (2) Demonstrating an ability to close a case. And, (3) demonstrating knowledge of the particular strategies to use when investigating a child sex abuse case. **Supervisors ranked lowest graduate ability** to (1) Demonstrating knowledge of the particular strategies to use when investigating a child sex abuse case. (2) Demonstrate knowledge of the law and the use of legal documents. And, (3) dealing with resistant clients.
 - There continues to be **no significant change in satisfaction of the PCWCP program over time** (comparison of cohorts).
 - Different than the last 05 report was that feelings of preparedness by job type were not significant. **Workers felt equally prepared for all types of positions.**
 - There continues to be a slight decline in ratings of the PCWCP program and feelings of job preparedness upon graduation between 6 month and 2 year surveys. The researchers speculate that this may be due to a gradual recognition of the complexities of the job over time.
 - The **quality of relationships with co-workers and supervisors are strong predictors of commitment to the cabinet.**
 - A common finding across reports is that PCWCP **social support** is a significant **predictor of preparedness and program satisfaction.**
 - Guidance from supervisor was a predictor of program satisfaction.
 - A feeling of worth from the supervisor was directly related to worker feelings of preparedness and program satisfaction.

PCWCP SIX MONTH DATA ANALYSIS

As of May, 2006, there were **413 graduates of the PCWCP program**. Of those, **374 graduates** have been out long enough to be placed in employment.

- 366 have been placed in employment with the cabinet. This equates to a **placement rate of 98%**.

As of May, 2006, there were 68 supervisors who completed the supervisor survey (n=68), and 170 workers who completed the six month survey (n=173).

WORKER PREPAREDNESS

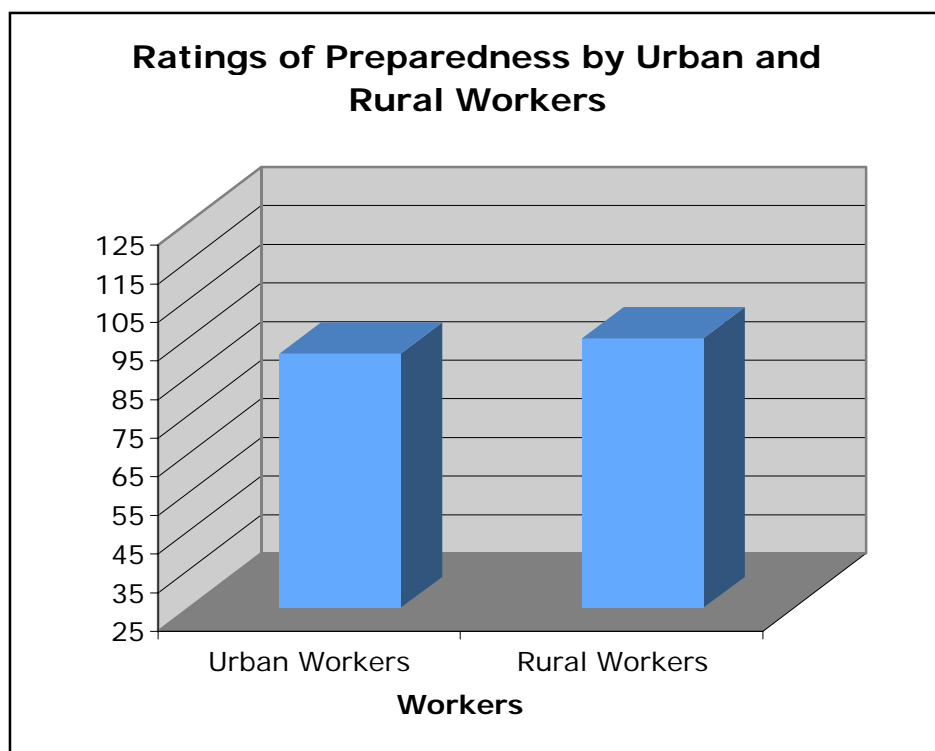
The PCWCP graduates at six months rated themselves highly on job preparedness, which was measured by the total score on the items related to specific job duties. Their mean score was 93.27 (range 25-125) or 74.61% of the total. This was based on their scores on 25 job duties, on a 5-point scale. This mean is virtually the same as the last report in September 05 (93.29), indicating a consistency in program preparation of graduates. See Table 1 for means of each sub-scale.

Table 1: Worker Job Preparedness Rating (2005 scores are given in brackets)

Sub-Scale	Number of Items	Range	Graduate Mean	Percentage of Total
Attitude	8	5-40	31.64 (31.78)	79.1%
I&I/Assessment	13	32-65	49.49 (49.45)	76.13%
Case Planning	1	1-5	3.44 (3.45)	68.8%
Court	2	2-10	6.41 (6.44)	64.1%
Case Closure	1	1-5	3.37 (3.33)	67.4%

- Overall preparedness sub-means remain consistent with 2005 demonstrating consistency in the program. Confidence in court proceedings still ranks lowest among PCWCP graduates as it did in 2005.
- Just as in 2005 there was no significant difference between PCWCP graduates' feelings of preparedness and whether they were located in an urban or rural area. In 2005 there was a strong trend ($P = .09$) indicating some minor difference between ratings of worker preparedness by rural and urban workers, but in 2006 this seems to have diminished ($P = .158$). Rural workers rated preparedness the highest at 94.76 ($SD = 15.95$, Range 25-125) while urban workers rated preparedness at 90.82 ($SD = 18.77$, Range 25-125).

Figure 2: Differences in Ratings of Preparedness by Urban and Rural Workers



- Both urban and rural PCWCP graduates felt equally prepared for aspects of the position except for writing a case plan. Those in urban placements reported feeling significantly more prepared for writing a case plan (Mean=3.47, N=55) than did those graduates in rural placements (Mean = 3.45, N=99, $P < .05$). The researchers can only speculate that this may be due to different levels of continued learning at rural and urban placements.
- Tasks that PCWCP graduates felt most prepared to accomplish are listed in Table 2 and are ranked highest to lowest. Rankings for the top two are the same as 2005 but *working with superiors* has replaced *demonstrating knowledge of appropriate time frames for investigation* for this report.

Table 2: Tasks Workers Felt Most Prepared to Perform

Task	Rank	Range	Item Mean	Mean	Percentage of Total
Remaining Respectful during the referral process	1	1-5	2.5	4.52	90.4%
Identifying dynamics and indicators of abuse and neglect	2	1-5	2.5	4.5	90%
Working with superiors	3	1-5	2.5	4.34	86.8%

- Tasks that PCWCP graduates felt least prepared to accomplish are listed in Table 3 and are ranked from lowest to highest. These have remained the same from 2005 and demonstrate an ongoing request for PCWCP graduates to have more training in court and procedural documentation.

Table 3: Tasks Workers Felt Least Prepared to Perform

Task	Rank	Range	Item Mean	Mean	Percentage of Total
Demonstrate knowledge of the law and the use of legal documents	1	1-5	2.5	2.99	59.8%
Demonstrating ability to close a case	2	1-5	2.5	3.33	66.6%
Demonstrating knowledge of the particular strategies to use when investigating a child sex abuse case	3	1-5	2.5	3.39	67.8%

SUPERVISOR PERCEPTIONS OF PREPAREDNESS

- Supervisors rated workers highly on job preparedness, with an average of 92.65, n= 72, (95.6 in 2005). This score was based on a 26-item 5-point scale of job duties (the extra item asks about the worker's attitude toward social work). The maximum possible score was 130. These findings are presented in Table 4.

Table 4: Supervisor Job Preparedness Ratings

Sub-Scale	Number of Items	Range	Respondents Mean	Percentage of Total
Attitude	9	5-45	35.85	79.66%
I&I/Assessment	13	28-65	50.15	77.1%
Case Planning	1	1-5	3.83	76%
Court	2	3-10	7.25	72.5%
Case Closure	1	1-5	3.78	75.6%

- There was no significant difference in ratings of supervisor preparedness between urban (n= 49) and rural areas (n=17). The mean supervisor rating of preparedness for urban was 93.59 (SD=14.01, Range 26-130), down from 96.80 in 2005 while the mean score for rural was 91.59 (SD=20.05, Range 26-130) down slightly from 93.95 in 2005.
- Tasks that PCWCP supervisors felt graduates were most prepared to accomplish are listed in Table 5 and are ranked highest to lowest. There was agreement between supervisors and graduates on the top two skills learned.

Table 5: Tasks Supervisors Felt Workers Were Most Prepared to Perform

Task	Rank	Range	Item Mean	Mean	Percentage of Total
Remaining Respectful during the referral process	1	1-5	2.5	4.25	85%
Working with superiors	2	1-5	2.5	4.11	82%
Developing good relationships with clients	3	1-5	2.5	4.07	81.4%

- Tasks that supervisors PCWCP supervisors felt graduates were least prepared to accomplish are listed in Table 6 and are ranked from lowest to highest. Supervisors and graduates agreed on the first two.

Table 6: Tasks Supervisors Felt Workers Were Least Prepared to Perform

Task	Rank	Range	Item Mean	Mean	Percentage of Total
Demonstrating knowledge of the particular strategies to use when investigating a child sex abuse case	3	1-5	2.5	3.49	69.80%
Demonstrate knowledge of the law and the use of legal documents	1	1-5	2.5	3.54	70.8%
Dealing with resistant clients	2	1-5	2.5	3.59	71.8%

- There were a series of questions asking the supervisors and workers about their recommendation of PCWCP. Overall, they rate the program highly and recommend that it continue. These questions were based on a 5-point scale. See Table 7 for the mean responses of these questions. 2005 numbers are listed below in italics.

Table 7: Program Recommendation Items (Range: 1-5)

Question	Supervisor's Mean Response (Standard Deviation)	Number of respondents	Worker's Mean Response (Standard Deviation)	Number of Respondents
To what extent to you recommend the program continue	4.59 (.773) 4.67 (.676)	69 61	4.39 (.892) 4.37 (.929)	166 140
How likely will you be to recommend the program to other students?	4.69 (.697) 4.80 (.546)	70 59	4.26 (1.03) 4.23 (1.06)	170 144
To what extent do you recommend supervisors to hire graduates of the program?	4.66 (.679) 4.76 (.546)	70 60	4.59 (.71) 4.59 (.723)	170 144
Overall how well did the program prepare you for work?	Not asked of supervisors	N/A	4.08 (.904) 4.08 (.848)	168 142

- There was no significant difference in worker recommendations between urban and rural areas.
- 2005 analysis noted that there was a strong trend in difference between scores of urban and rural supervisors as to whether the program prepared workers for the demands of the job. $F(128) = 2.82, p=.09$. This year the trend is not present, owing to the new supervisors who completed the survey. Both rural and supervisors rate the overall preparedness of PCWCP highly. Rural 91.59 (SD=22.05, n= 49); Urban= 93.59 (SD= 14.01, n= 17).
- Overall, both supervisors and PCWCP graduates felt that the program prepared students well. Table 8 presents these results.

Table 8: PCWCP Graduate Level of Preparedness

	Number of Items	Range	Graduate Mean	Percentage of Total
Supervisors	3	5-15	13.55	90.33%
Graduates	4	5-20	17.16	85.8%

PREPAREDNESS BY POSITION

- There were no significant differences in job preparedness by position type on either the supervisor or worker ratings. See table 9 for supervisor mean ratings of preparedness by position.

Table 9: Supervisor Preparedness Ratings by Position (Range is 26- 130)

Position	Mean	Standard Deviation	Percentage of Total
CPS	94	9.13	72.3%
Intake	83.67	24.18	64.36%
Investigation	106.67	8.57	82.05%
Ongoing	95.18	16.20	73.21%
General	88.83	25.66	68.33%
Intake, Inv, Ongoing	104.2	18.88	80.15%
Other	97	11.1	74.62%

See Table 10 for worker mean ratings of preparedness by position.

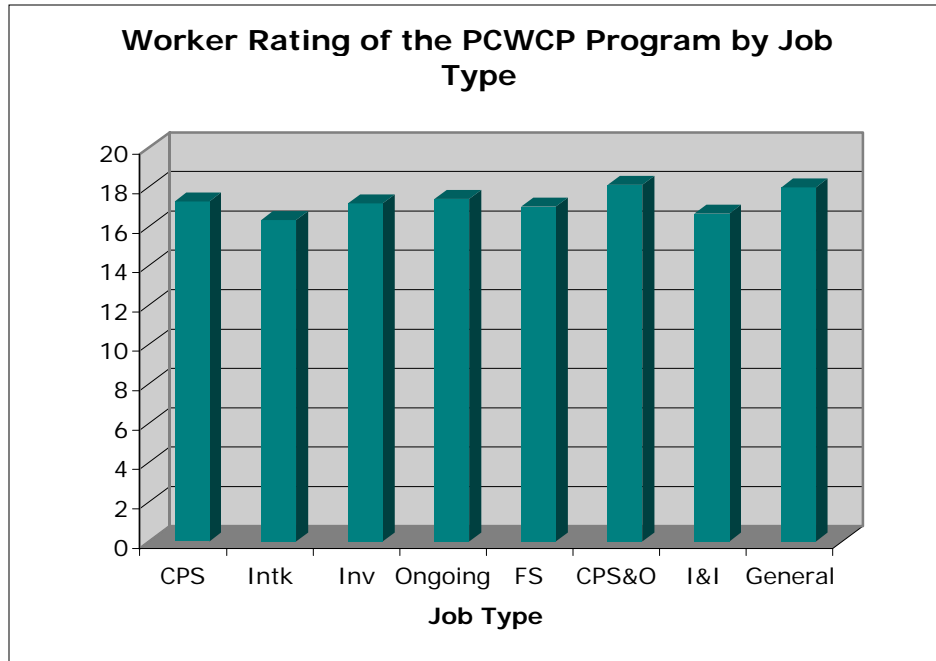
Table 10: Worker Preparedness Ratings by Position (Range is 25-125)

Position	Mean	Standard Deviation	Percentage of Total
CPS	98.38	14.4	78.70%
Intake	87.92	26.49	70.33%
Investigation	92.96	15.46	74.37%
Ongoing	93.95	15.54	75.16%
Family Support	98	4.24	78.40%
General	86.42	20.43	69.14%
CPS/Ongoing	92.27	22.89	73.82%
Intake, Inv, Ongoing	94.44	15.61	75.52%
Court Support/Status	90.0000	18.19	72%
Other	96	5.65	76.8%

- There were no significant differences in supervisor rating of the program as related to job duties, indicating that supervisors feel the program is preparing students equally for all job duties. This result was consistent with the 2005 report.

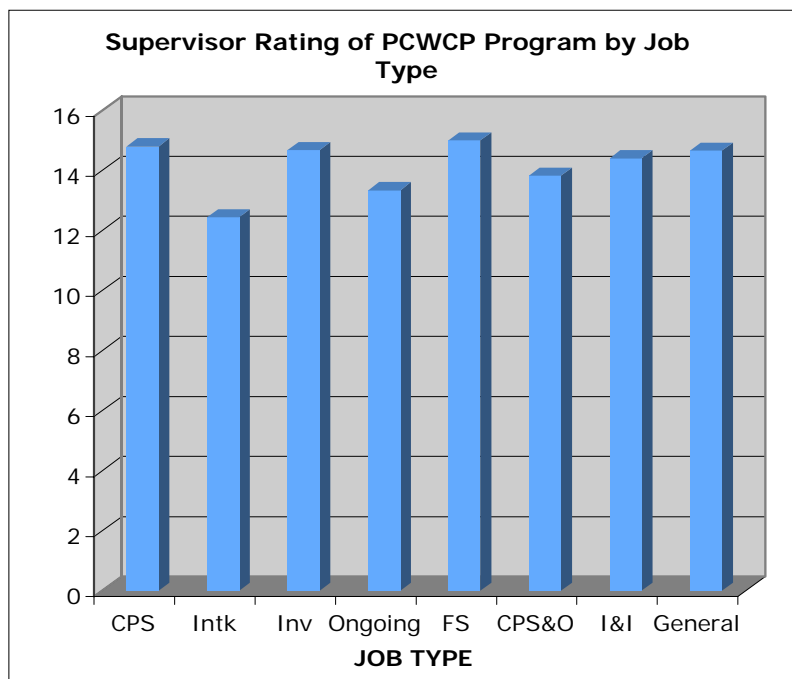
WORKER RECCOMENDATION THAT THE PROGRAM CONTINUE BY POSITION

- There is no significant difference in recommending the PCWCP program continue by position. Scores are presented here for comparison.



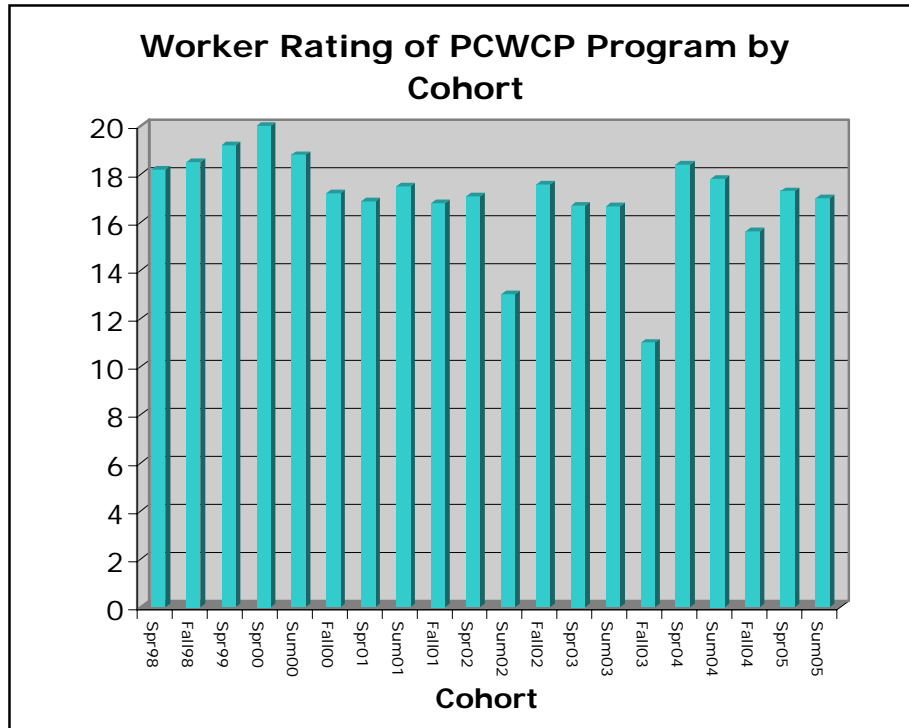
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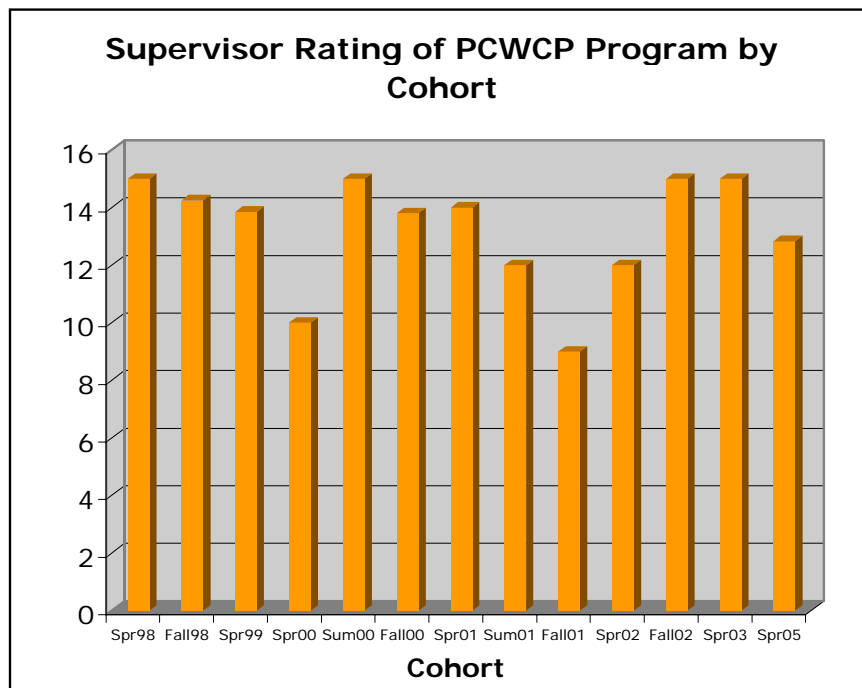
WORKER RECOMMENDATION OF PCWCP PROGRAM OVER TIME (BY COHORT)

- There is no significant difference in supervisor or worker satisfaction between cohorts (over time).



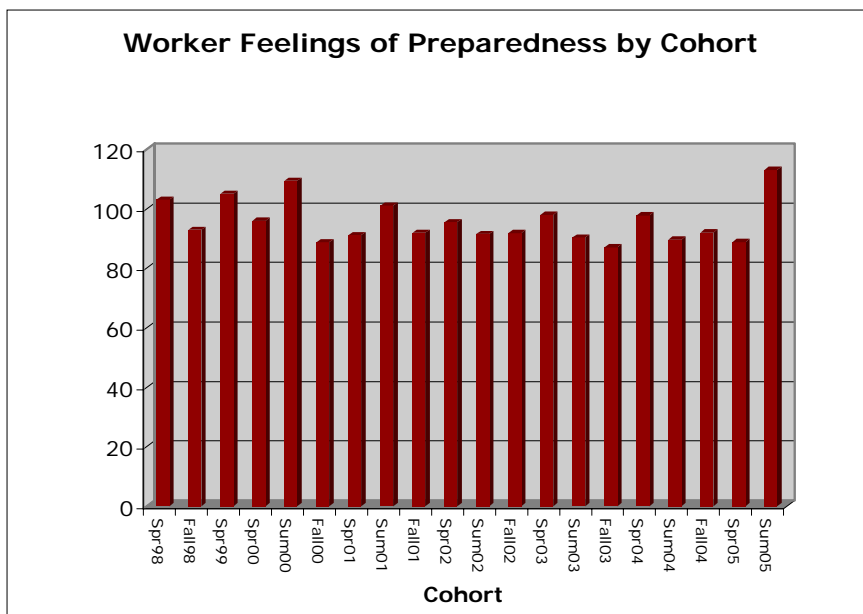
SUPERVISOR RECOMMENDATION OF PCWCP PROGRAM OVER TIME (BY COHORT)

- There is no significant difference in supervisor or worker ratings of preparedness between cohorts (over time).



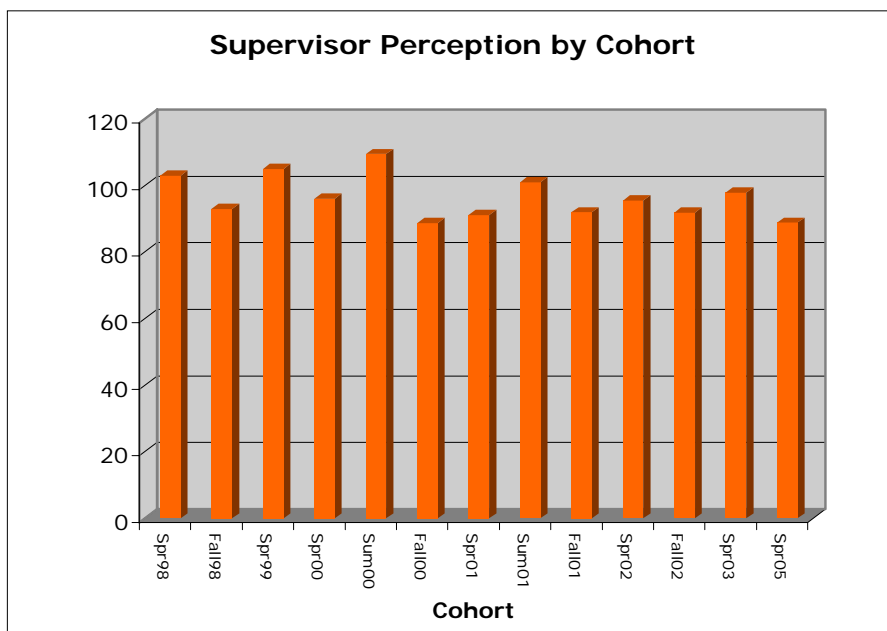
WORKER RATINGS OF PREPAREDNESS OVER TIME (BY COHORT)

- There is no significant difference in supervisor or worker ratings of preparedness between cohorts (over time).



SUPERVISOR RATINGS OF PREPAREDNESS OVER TIME (BY COHORT)

- There is no significant difference in supervisor or worker ratings of preparedness between cohorts (over time).



PCWCP 2 YEARS DATA ANALYSIS

PARTICIPANTS

- As of the date of this report there were **72 supervisors** who completed the supervisor survey and **101 workers** who completed the two year survey.
- **39% of all PCWCP graduates** who responded are presently pursuing or have completed a **Masters degree**. Of those who have completed or are presently pursuing a graduate degree, **96.7% of the degrees are in Social Work**. The average time between being hired by the Cabinet and beginning a Master degree is 1.2 years.

JOB PROMOTION

- Of those workers who have been with the Cabinet for two years or longer, 20% have been promoted to higher positions.

DIFFERENCES BETWEEN JOB POSITIONS

Chi-square analysis was run to determine if there were differences by position on the question of, “have the PCWCP graduates ever thought of changing to another type of work.”

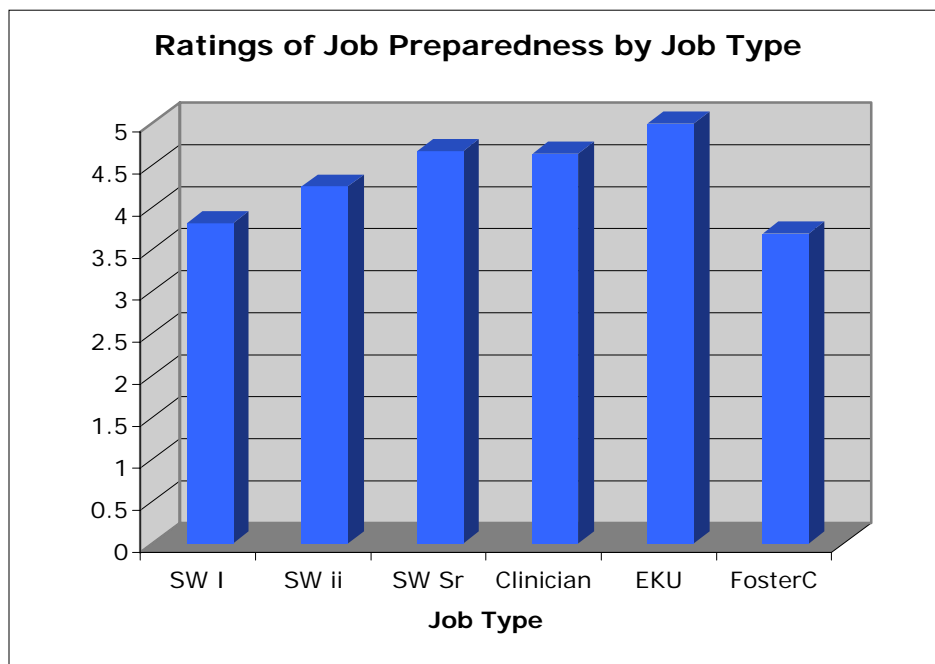
- As in the 2005 report there was a significant difference by position on the question (ever thought of changing to another type of work), $X^2(10, n = 100) = 24.737, p < .006$. Though this is significant, the results should be viewed with caution because some cell counts were less than 5. Clinicians were more likely to have considered changing jobs than were the Family Service Worker IIs, and Family Service Worker IIs were more likely to consider a change than Family Service Worker Is. See table 10 for percentages by each type of work.

Table 11: Do You Ever Think Of Changing to a Different Type of Work?

Family/social service worker I	50.0% (N=4) responded yes
Family/social service worker II	73% (N=78) responded yes
Family/social service worker senior	67% (N=3) responded yes
Clinician I	80% (N=10) responded yes
Other	25%(N=4) responded yes

- In 2005 there was a significant difference in ratings of job preparedness by job type, $F(5, 72) = 3.71, p < .01$; while in 2006 this difference has gone down there is a trend, $F(5, 93) = 1.92, p = .098$. Ratings for preparedness by job type are presented in Figure 9.

Figure 9: Ratings of Job Preparedness by Job Type

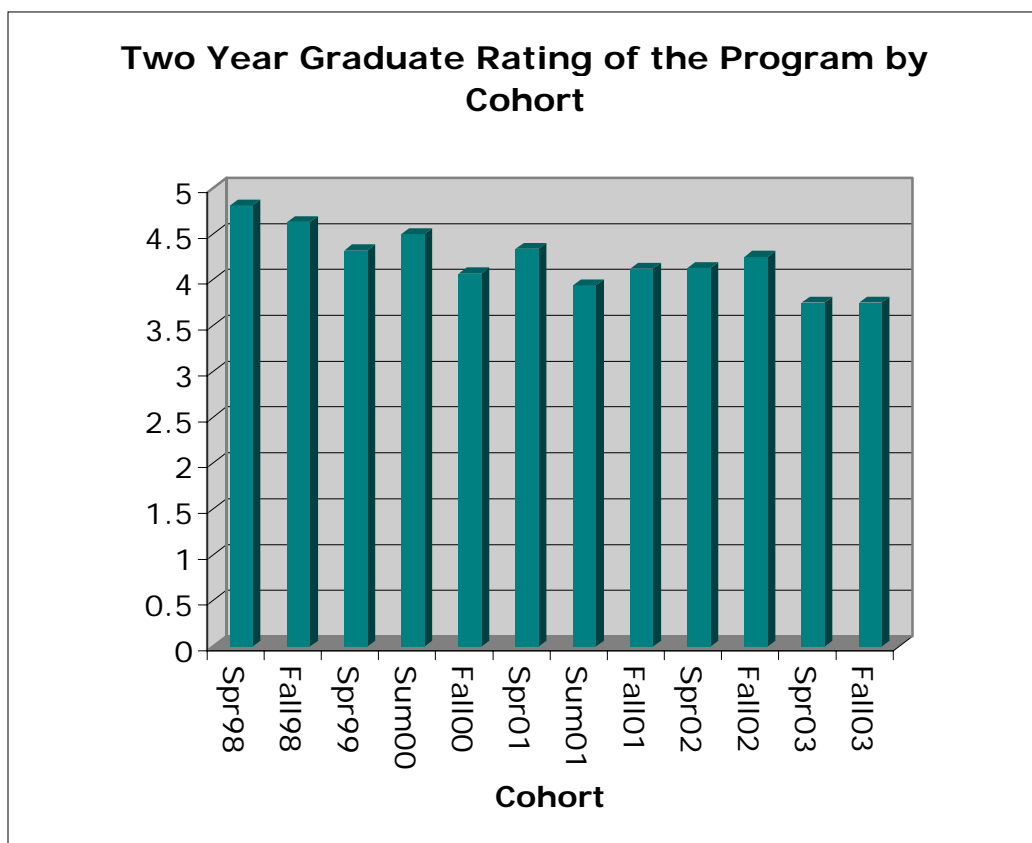


- Again in 2006 there was a significant difference in work stress (as measured by the Cohen Scale) between persons in different job positions, $F(5, 72.6) = 2.809, p < .05$. Those employed as Family Service Worker IIs experience significantly more work stress than those employed under the ECU contract and as clinicians. See table 12 for means by group.

PCWCP RATINGS OVER TIME

Paired t-tests were run to determine if there were any differences in the ratings of PCWCP between the 6 month and the 2 year study.

- As in 2005 there were significant differences in feelings of overall job preparation by PCWCP graduates from the 6-month to the 2 year mark. For the question “Overall, how well do you think the PCWCP program prepared you for the position,” there was a decrease of the mean score from 4.27 to 3.9, $t(53) = 3.51, p < .01$.
- There was a significant difference in PCWCP satisfaction (recommending continuation, recommending the program to others, recommending that supervisors hire graduates) between graduates at 6-months and at 2-years. $t(53) = -2.47, p < .05$. The mean score for graduates at 6-months was 4.48 out of 5, while at 2-years this declined to 4.29. The researchers can speculate that both of these findings may be due to worker recognition of the complexity of the job over time.
- There was no significant difference between cohorts on two year ratings of the PCWCP program.



WORK AND JOB STRESS

Relationship between Stress (as measured by the Cohen Stress Scales) and Other Variables

- Life stress was not correlated to any job stress indicators
 - There was no correlation between worker rated preparedness and life stress.
 - There was no correlation between program satisfaction and life stress.
 - There was no correlation between social support and life stress.
- There was a significant positive relationship between life stress and job stress, $r(99) = .435$, $p < .01$.
- There was a significant positive correlation between work satisfaction and PCWCP program satisfaction, $r(99) = .015$, $p < .01$.
- Significant negative correlation between work stress and job satisfaction, $r(99) = -.37$, $p < .01$.
- Significant positive correlation between work stress and remaining in the job for three years, $r(99) = -.26$, $p < .05$.
- Significant positive correlation between work stress and remaining in the job for five years, $r(99) = -.28$, $p < .05$.

Job Preparedness by Personality Traits (Construct)

- There was a significant positive correlation between those who scored themselves as “philosophical” and feelings of job preparedness, $r(92) = .273$, $p < .01$.

- There was a significant negative correlation between those who scored themselves as “kind” and feelings of job preparedness, $r(92) = -.245, p < .05$.
- No personality constructs correlated with feelings of preparedness.

COMITMENT TO THE CABINET

PCWCP Satisfaction

- Likelihood of remaining for 3 years or more was correlated with
 - Job stress, $r(99) = -.289, p < .01$
 - Attachment to supervisor and co-workers, $r(94) = -.293, p < .01$
 - Feelings of reasonable worth, $r(94) = .258, p < .01$
 - Supervision support, $r(93) = .241, p < .05$
- Likelihood of remaining for 5 years or more was correlated with
 - Job stress, $r(100) = -.287, p < .01$
 - Attachment to supervisor and co-workers, $r(95) = .202, p < .05$
 - Feelings of reasonable worth, $r(95) = .216, p < .01$
 - Supervision support, $r(94) = .213, p < .05$
- There was a significant positive relationship between commitment to the Cabinet (likelihood of remaining for 5 years) and satisfaction with the program (recommend the program continue), $r(92) = .26, p < .05$.

The Importance of Supervision and Feelings of Support as Related to Work Stress

- There were strong negative correlations between levels of work stress and support from peers and supervisors. As support increases, it is clear from these data that work stress decreases. Those items correlated with job stress include:
 - Agreement with agency policy, $r(97) = -.271, p < .01$
 - Perceived value of work by supervisors and clients, $r(97) = -.287, p < .01$
 - Attachment to supervisors and co-workers and:
 - Likelihood of staying for 1 year or more, $r(95) = .313, p < .01$
 - Likelihood of staying for 3 year or more, $r(94) = .293, p < .01$
 - Likelihood of staying for 5 year or more, $r(95) = .202, p < .05$

Social Support

- There was a significant positive correlation between Cutrona social support (guidance from supervisor) and program satisfaction, $r(90) = .32, p < .01$.
- There was a significant positive correlation between Cutrona social support (relating to feelings of worth from the supervisor) and program satisfaction, $r(90) = .27, p < .05$.
- As in 2005 there were no differences in job preparedness by the social support variables.

Other Predictors of Commitment

Commitment to CHFS by Personality Traits (Construct)

- No personality constructs were significant predictors of remaining with the cabinet for 1 or 3 years.
- Neuroticism was negatively correlated with remaining with the cabinet for 5 years, $r(95) = -.281, p < .01$.